

# CHADY FAWAAZ



---

Chady Square, Trou D'eau Douce, Flacq • 576 553 52 • fawaazchady@hotmail.com

## Professional Summary

Competent administrative professional supporting the underwriting process with effective document evaluation, report writing and file management skills. Proficient in issuing quotes, gathering details and reviewing renewal requests. Confident EAM Liaison promoting effective communication, relationship building and time management skills. Offering more than 11 years of calling on prospects and turning them into referral opportunities. Considered driven, talented, smart and a valuable addition to any team. Experienced EAM professional with strong leadership and relationship-building skills. Goal-oriented individual with a pleasant personality and a tenacity that knows no restrictions. A multitasking person with a highly ambitious, willing to meet or exceed monthly quotas and capable of maximizing brand awareness and sales. Effective project leader and problem-solver with advanced programming skills and a hardworking mentality. Seeking to apply expertise and extensive experience in taking on new challenges and new role with a growing team. Dedicated to enhancing underwriting department operations with an analytical and disciplined approach. Able to work with minimal direction to solve problems, resolve conflicts and respond to customer inquiries. Proficient Assistant Underwriter successful in preparing documents, answering customer questions and entering data into computer programs. Familiar with ordering supporting reports, completing required documents and preparing marketing materials for hotel extra income. Ready to offer 11 years of experience to a challenging position with room for advancement. History of being an effective team member with full understanding of the underwriting process and team needs. Well-versed in using Excel to create and update tracking spreadsheets. Meticulous EAM, excellent at juggling multiple tasks and working under pressure.

## Skills

- Budgeting and finance
- Team liaison
- Extremely organized
- Data entry
- Data management
- Process implementation
- Pricing tool development
- Data analysis
- Report writing
- Public speaking
- Team leadership
- Methodology implementation
- Document scanning
- Self-motivated
- Conflict resolution
- Staff development
- Clerical support
- Client assessment and analysis

- Skilled in HMS,
- Strong verbal communication
- Powerful negotiator
- Inspection reviews
- Interpersonal and written communication

## Work History

**Executive Assistant Manager**, 11/2016 to Current

**Friday Attitude** – Trou d'Eau Douce, Flacq District

- Produced ad hoc reports and documents for senior team members
- Overview daily operations of the hotel,
- Checking of guest's satisfaction via Courtesy calls, Cocktail management and daily presence,
- Monitoring of Family members and guest's satisfaction,
- Introduction of KPIs presentation to all HODs each 10 days,
- Introducing BEO from October 2019 and we have a very positive increase in our extras on average Rs. 200, 000.00 monthly,
- Developed new process for employee evaluation which resulted in very good rank on Trip Advisor, review pro.
- Verified data integrity and accuracy
- Analyzed departmental documents for appropriate distribution and filing
- Copied, logged and scanned supporting documentation
- Responded to customer requests via telephone and email
- Performed initial client assessment and analysis to begin research process
- Entered details such as payments, account information and call logs into the computer system

**Front Office Manager**, 11/2014 to 08/2016

**Friday Attitude** – Trou d'Eau Douce, Flacq District

- Monitored and evaluated personnel performance to complete reviews, recommend advancement or address productivity concerns
- Trained team members on all new hotel services and products so that they could promote them to guests at check-in
- Recruited, hired, trained and supervised front office staff of 10
- Monitored the front desk so that any questions that came up could be responded to quickly and effectively
- Established and developed highly efficient and dependable Front office team by delivering ongoing coaching and motivation while providing opportunities for career acceleration through achievements
- Communicated corporate objectives across all divisions through regular correspondence and scheduled follow-up

- Assisted the Hr & Gm with interviewing potential employees, asking appropriate questions and providing feedback after interviews
- Resolved issues through active listening
- Provided backup to the front desk, stepping in to assist with various tasks whenever an employee was absent or at lunch
- Oversaw office inventory activities, including ordering and requisitions, stocking, and shipment receiving
- Established efficient workflow processes, monitored daily productivity and implemented modifications to improve overall effectiveness of office personnel and activities
- Participated in marketing, outreach and other visibility efforts
- Performed accounts receivable duties, including invoicing, researching charge backs, discrepancies and reconciliations
- Organized all new hire, security and temporary paperwork
- Reduced overhead by taking on more responsibility with creative and administrative projects
- Prepared meeting minutes and edited reports and minutes
- Screened and sorted incoming mail, faxes and deliveries, routing to appropriate personnel
- Processed client rebate reconciliation, reporting and check requests
- Managed daily office operations, including client account, supply, inventory and records management.
- Responded to inquiries and researched and resolved problems related to transactions handled by the department
- Oversaw inventory and office supply purchases
- Organized incoming and outgoing file movements in efficient and accurate manner
- Managed electronic records database and handled all file requests
- Screened applicant resumes and coordinated both phone and in-person interviews
- Supported program operations by preparing and updating documents, reports and spreadsheets
- Monitored and screened visitors to verify accessibility to inter-office personnel
- Completed data entry, tracked resumes and maintained the applicant tracking system
- Compiled company information and related material and distributed it to candidates
- Received and routed business correspondence to correct department or staff member
- Directed guests and routed deliveries and courier services
- Greeted customers and visitors in-person and via telephone calls
- Performed clerical tasks, including answering incoming phone calls, sorting mail and sending correspondence.
- Sorted, received and distributed mail correspondence between departments and personnel
- Interacted with vendors, contractors and professional services personnel to receive orders, direct activities and communicate management instruction

- Answered inquiries and addressed, resolved or escalated issues to management personnel to ensure client satisfaction
- Drafted budgets and various reports with direction from manager
- Escorted visitors to specific offices, rooms and all hotel facilities,
- Maintained a clean reception area, including lounge and associated areas
- Assisted senior administrative professionals with daily work tasks
- Answered and managed incoming and outgoing calls while recording accurate messages
- Ordered and distributed office supplies while adhering to fixed office budget
- Managed executive calendar and coordinated weekly project team meetings
- Coordinated office inventory by restocking supplies and placing purchase orders
- Coached new employees on administrative procedures, company policies and performance standards
- Opened and properly distributed incoming mail
- Provided logistical support for programs, meetings and events, including room reservations, room set-up, agenda preparation, materials printing and calendar maintenance
- Provided clerical support to company employees, including copying, faxing and file management
- Gathered statistical data to enhance reports and presentations; managed scheduling of appointments and meetings for employees
- Checked accuracy and integrity of files and resolved errors
- Planned and executed all aspects of front office activities,
- Monitored premises security, screened visitors, updated logs and issued passes
- Compiled annual recommendations for end of f year budgets
- Liaised with vendors to order and maintain inventory of office supplies
- Performed general office duties, including answering multi-line phones, routing telephone calls or messages to appropriate staff, greeting the public, typing, proofreading, filing, sorting and handling incoming and outgoing mail
- Managed office supplies, vendors, organization and upkeep
- Greeted numerous visitors, including VIPs, vendors and interview candidates
- Kept reception area clean and neat to give visitors a positive impression of the company
- Developed and implemented procedures { SOP's}
- Aggregated and prepared documentation and reports for office meetings, distribution and filing
- Helped distribute employee notices and mail around the office
- Answered telephone inquiries from clients, vendors and the public
- Composed and drafted all outgoing correspondence and reports for managers
- Processed accounts receivable ,
- Greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance
- Scanned physical files into digital records

- Assisted senior recruiting staff with career fairs and recruiting events
- Reviewed incoming correspondence and determined the action required and its priority
- Liaised with organizational leaders to address company issues and assessed client satisfaction.
- Coordinated, scheduled and arranged meeting and travel calendars, including business and social events
- Created company's first employee manual including training and development
- Obtained signatures for financial documents and internal and external invoices
- Input all documents into the records management system
- Reviewed resumes to identify eligible applicants and coordinated interviews
- Created detailed expense reports and requests for capital expenditure

#### **Front Office Supervisor, 01/2013 to 11/2014**

##### **Friday Attitude – Trou d'Eau Douce, Flacq District**

- Resolved issues through active listening, escalating major problems to the GM
- Trained team members on all new hotel services and products so that they could promote them to guests at check-in
- Dispersed petty cash to employees and collected and managed receipts
- Monitored the front desk so that any questions that came up could be responded to quickly and effectively
- Provided backup to the front desk, stepping in to assist with various tasks whenever an employee was absent or at lunch
- Created and updated manual for service excellence and front office staff
- Assisted the HR Coordinator with interviewing potential employees, asking appropriate questions and providing feedback after interviews
- Gathered statistical data to enhance reports and presentations; managed scheduling of appointments and meetings for employees
- Performed general office duties, including answering multi-line phones, routing telephone calls or messages to appropriate staff, greeting the public, typing, proofreading, filing, sorting and handling incoming and outgoing mail
- Monitored premises security, screened visitors, updated logs and issued passes
- Reviewed incoming correspondence and determined the action required and its priority
- Coached new employees on administrative procedures, company policies and performance standards
- Assisted senior recruiting staff with career fairs and recruiting events
- Planned and coordinated logistics and materials for board meetings, committee meetings and staff events
- Screened applicant resumes and coordinated both phone and in-person interviews
- Received and routed business correspondence to correct department or staff member

- Obtained signatures for financial documents and internal and external invoices
- Coordinated board and committee meetings, including schedules, information preparation and distribution
- Created detailed expense reports and requests for capital expenditures
- Reviewed resumes to identify eligible applicants and coordinated interviews
- Ordered and distributed office supplies while adhering to fixed office budget
- Input all documents into the records management system
- Answered inquiries and addressed, resolved or escalated issues to management personnel to ensure client satisfaction
- Processed client rebate reconciliation, reporting and check requests
- Managed daily office operations, including client account, supply, inventory and records management.
- Oversaw daily office operations for staff of 10 employees
- Coordinated office inventory by restocking supplies and placing purchase orders
- Greeted numerous visitors, including VIPs, vendors and interview candidates
- Helped distribute employee notices and mail around the office
- Composed and drafted all outgoing correspondence and reports for managers
- Aggregated and prepared documentation and reports for office meetings, distribution and filing
- Completed data entry, tracked resumes and maintained the applicant tracking system
- Managed office supplies, vendors, organization and upkeep
- Performed clerical tasks, including answering incoming phone calls, sorting mail and sending correspondence.
- Interacted with vendors, contractors and professional services personnel to receive orders, direct activities and communicate management instruction
- Compiled and analysed data using spreadsheets or other database software
- Drafted budgets and various reports with direction from manager
- Created and implemented standard operating procedures for records handling
- Oversaw inventory and office supply purchases
- Planned and executed all aspects of office headquarter move
- Organized incoming and outgoing file movements in efficient and accurate manner
- Greeted customers and visitors in-person and via telephone calls
- Checked accuracy and integrity of files and resolved errors
- Reduced overhead by taking on more responsibility with creative and administrative projects
- Supported program operations by preparing and updating documents, reports and spreadsheets
- Managed executive calendar and coordinated weekly project team meetings
- Sorted, received and distributed mail correspondence between departments and personnel
- Assisted senior administrative professionals with daily work tasks
- Answered telephone inquiries from clients, vendors and the public

- Assisted with event planning, including associated travel and logistical arrangements
- Screened and sorted incoming mail, faxes and deliveries, routing to appropriate personnel
- Kept reception area clean and neat to give visitors a positive impression of the company
- Maintained a clean reception area, including lounge and associated areas
- Opened and properly distributed incoming mail
- Verified and created claim Numbers by communicating with various insurance companies
- Oversaw inventory activities, including materials monitoring, ordering or requisition and supply stocking or re-stocking
- Responded to inquiries and researched and resolved problems related to transactions handled by the department
- Greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance
- Escorted visitors to specific offices or meeting rooms
- Assisted staff with troubleshooting and resolution of software and hardware issues to minimize downtime

**Front Desk Receptionist**, 05/2007 to 01/2013

**VClub VALTUR, Le Flamboyant** – Belle Mare

- Volunteered to help with special projects, assuming a variety of tasks and duties
- Answered the phone by the second ring and greeted callers enthusiastically
- Verified accuracy of financial data
- Supervised administrative and clerical personnel
- Monitored office supplies inventory and placed orders
- Monitored office supplies inventory and placed orders
- Prepared weekly employee work schedules for 10 team members
- Arranged conference calls for the marketing and sales teams both onsite and at remote locations
- Pleasantly answered calls for a multi-line switchboard for a large office and directed callers to the appropriate employees
- Operated communications equipment
- Reported maintenance problems to the appropriate personnel
- Greeted persons entering the establishment and determined the nature and purpose of visit
- Greeted daily visitors and customers upon arrival
- Received packages and mail that came to the front desk and dispersed them to the correct employees
- Carefully wrote down all phone messages and relayed them to the appropriate personnel
- Greeted each patient pleasantly and provided the desk sheet for sign-in
- Maintained account records
- Performed basic bookkeeping activities and updated the accounting system

- Collected, sorted, distributed mail and prepared mail, messages, or courier deliveries
- Maintained files and records with effective filing systems
- Sorted mail and other important data
- Resolved customer issues quickly and ensured that the FOM was immediately notified when problems escalated

### **Hotel Telephone Operator, 01/2001 to 06/2002**

#### **One And Only Le Touesrok Hotel – Trou D'eau Douce**

- Verified that personal and payment information on guest accounts was accurate and complete
- Solicited feedback through questionnaires to evaluate levels of guest satisfaction
- Collaborated with maintenance and housekeeping,
- Updated team members about changes in hotel products, services, pricing and policies
- Answered customer telephone calls promptly and appropriately
- Increased customer service ratings through personable service
- Offered appropriate reservation options based on expected attendees when coordinating events
- Escorted guests to their assigned rooms, including transporting their luggage
- Provided services efficiently and with high level of accuracy
- Processed several reservations per hour
- Established internal databases and record management systems to ensure accuracy and integrity of all documentation and data
- Processed several telephone and walk-in reservations per day
- Collaborated with various team members to ensure guest requests were addressed appropriately and timely
- Improved customer service ratings through courtesy calls
- Reviewed account information and charges with guests during check-out
- Trained 3 new members of the guest service team
- Greeted and assisted guests by gathering information pertaining to reservations or requests
- Greeted and welcomed all hotel guests with a smile
- Accommodated guests' requests
- Executed an average of 25 prompt wake-up calls each morning
- Delivered messages, mail and packages left for guests and hotel facilities in a timely manner

### **Education**

**School Certificate:** 1999

**Darwin College** - Central Flacq, Flacq District

**High School Diploma:** 2000

**St Angelos ,**



## **High School Diploma**

**Cambridge** - Cambridgeshire, England

- Awarded certificate for word processing First class

**Certificate on Line Training:** 2017, 2018, 2019.

**LRMG** - Johannesburg, GP

- Awarded certificate for the below:
- Performance appraisals,
- Decisiveness,
- Optimizing your performance on a Team,
- Operations management

**Certificate :** 2018

**IBMI International Business Management Institute** - Berlin

- Professional development completed in management
- Strategy and operations

**High School Diploma:** 2018

**Valdus (A Trading Name Of Onevaldus Co. Ltd)** - Triolet, Pamplemousses District

- Coursework in Management